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2003P11251US

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FIG. 1

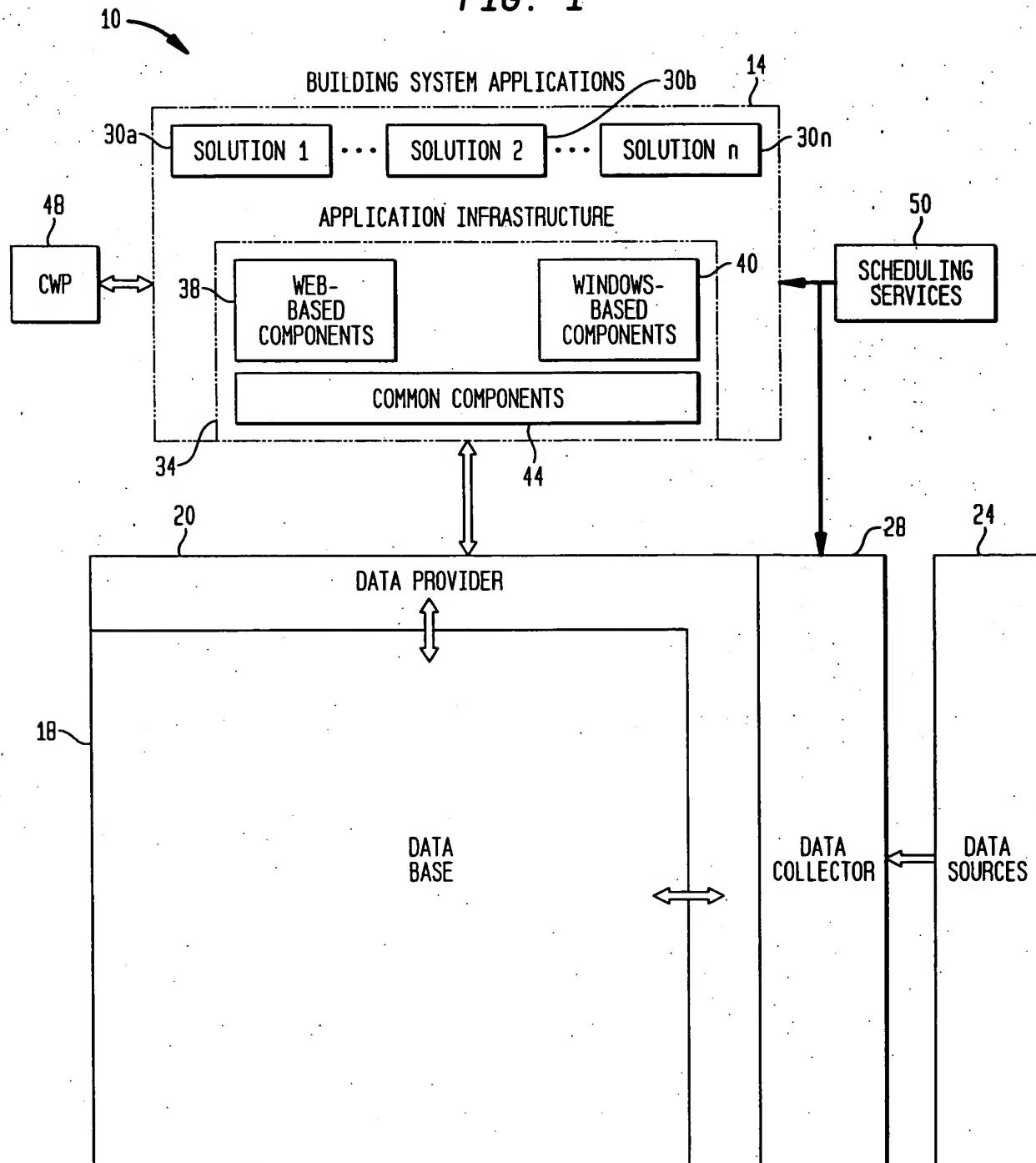


FIG. 2A

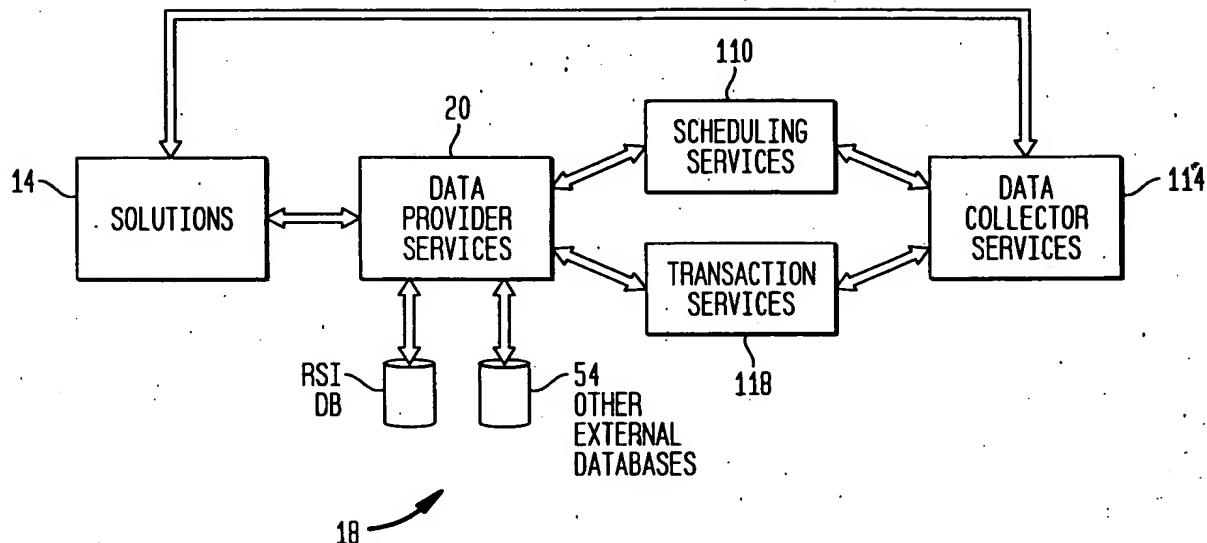
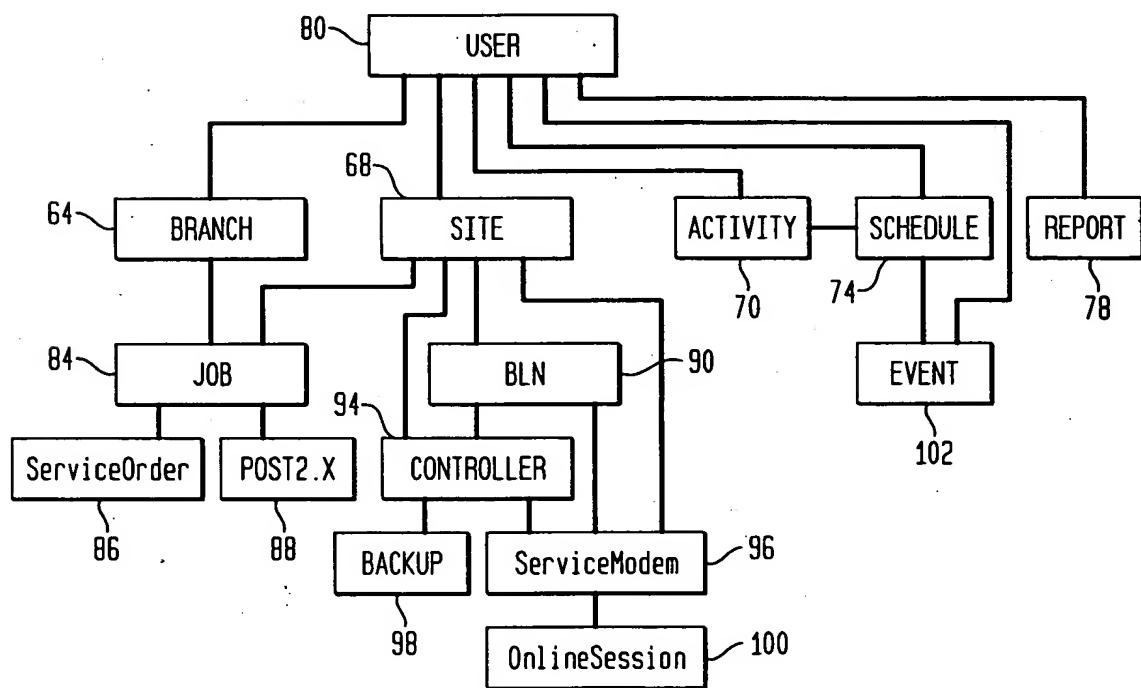


FIG. 2B



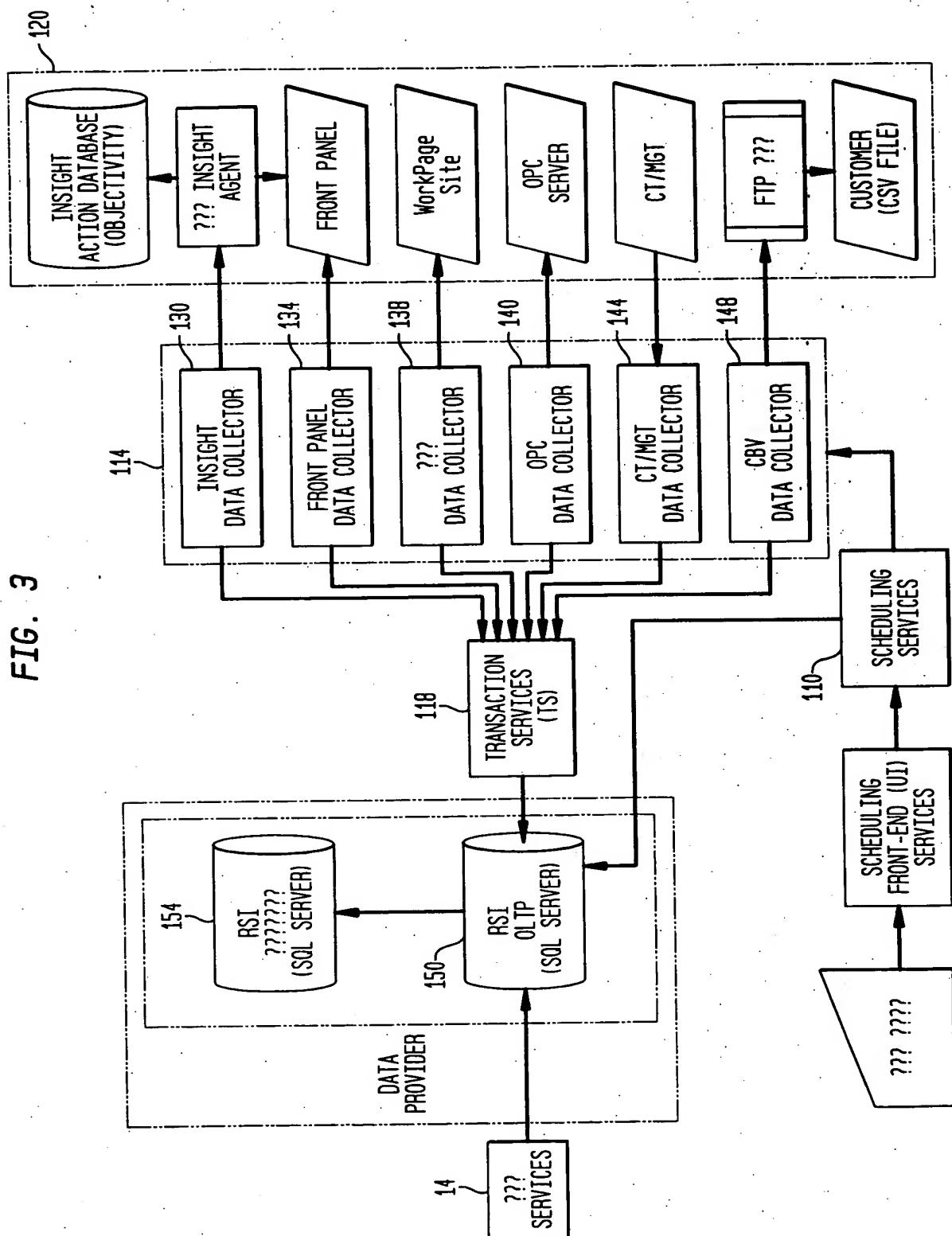


FIG. 4

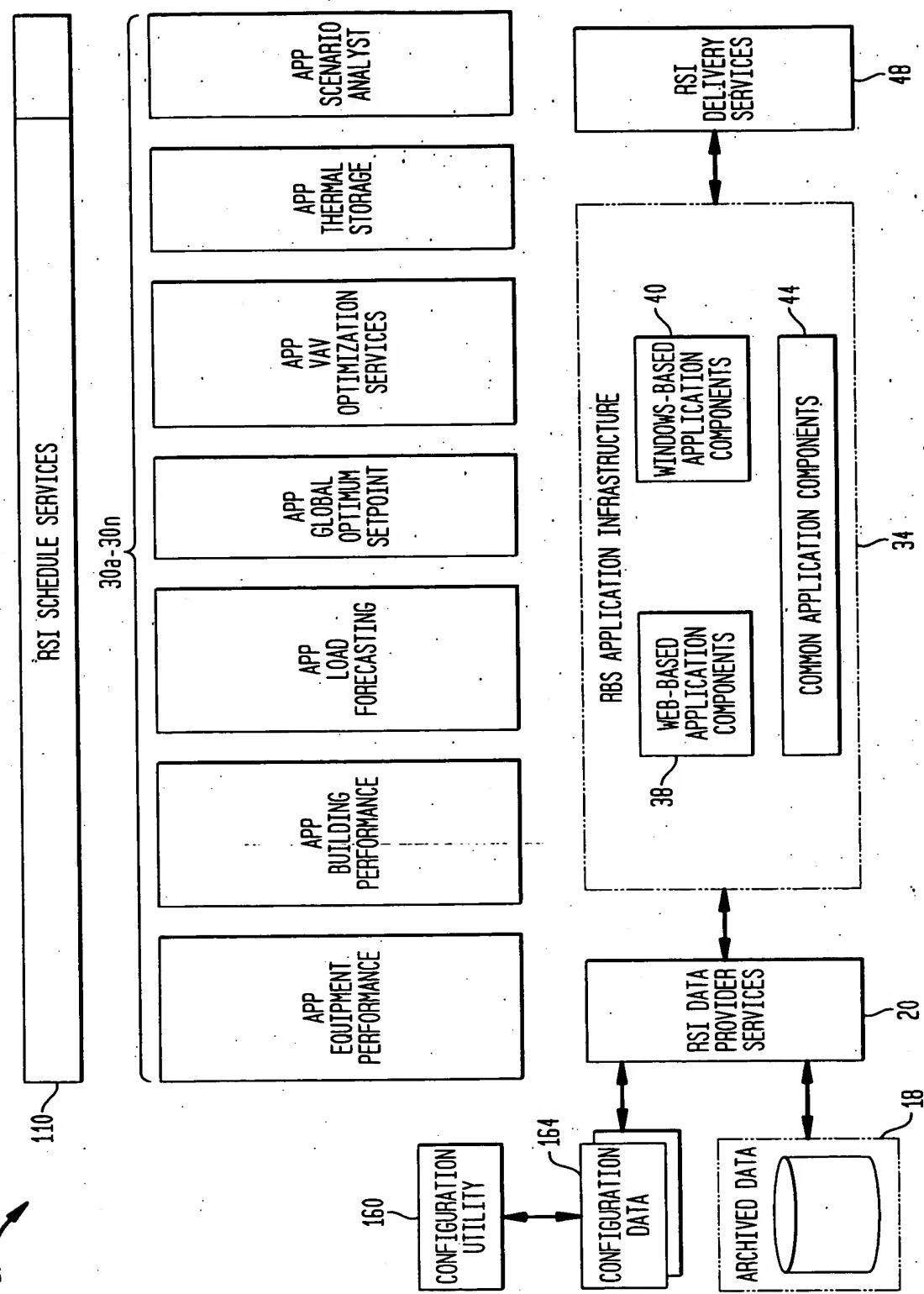


FIG. 5

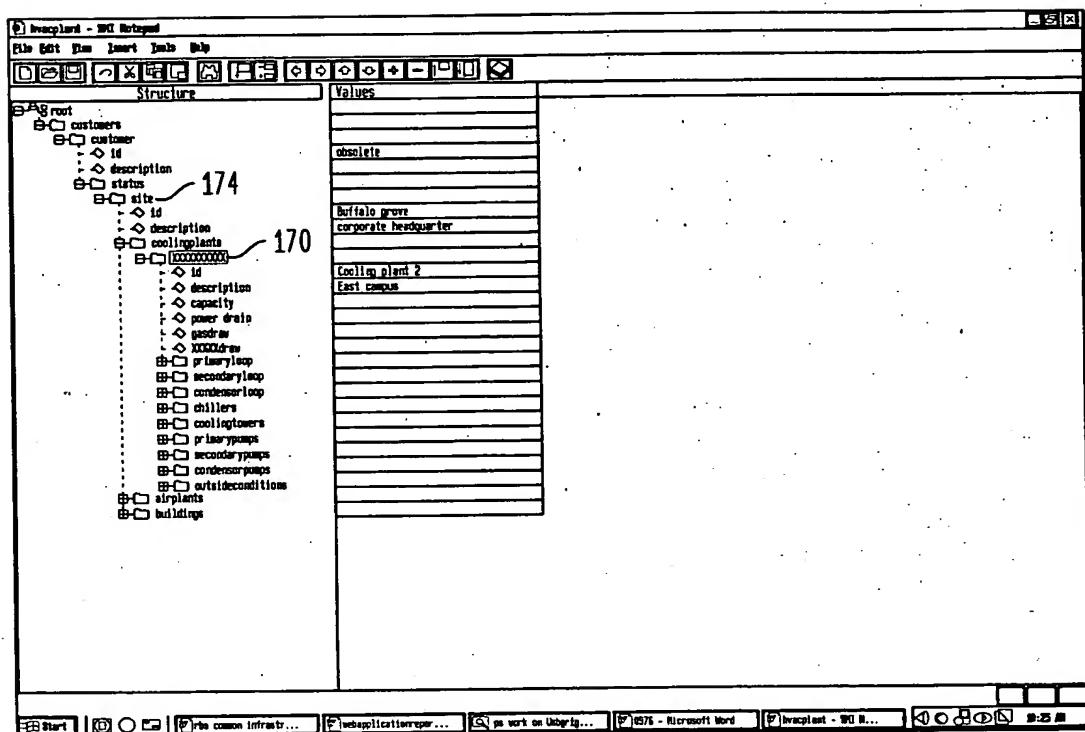
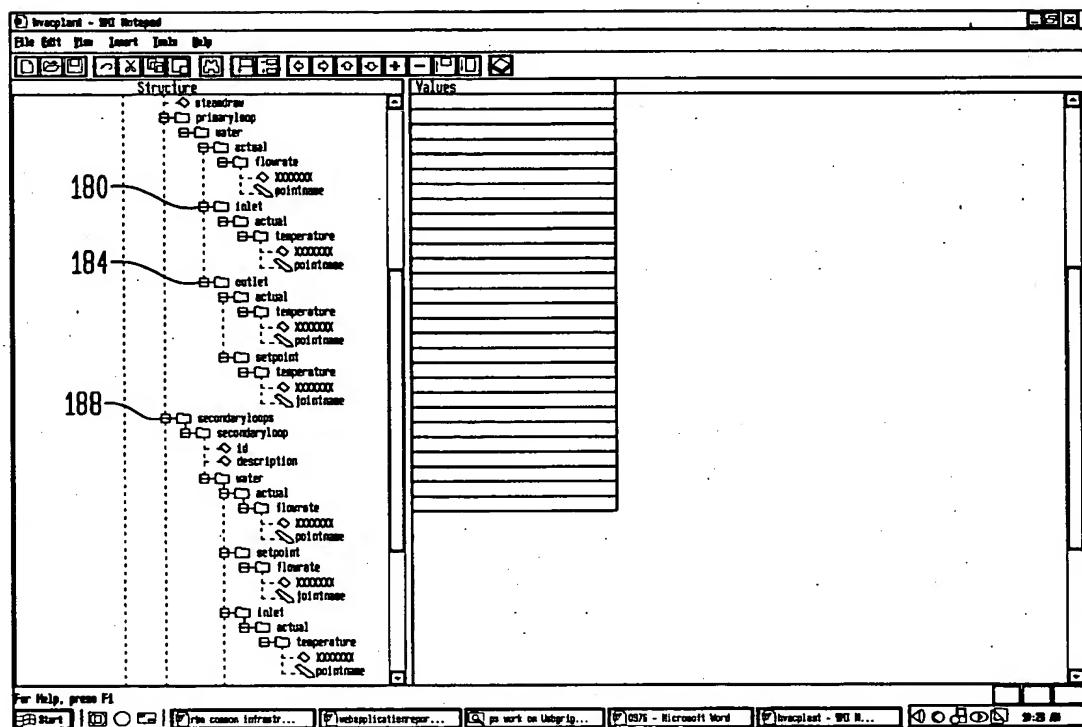


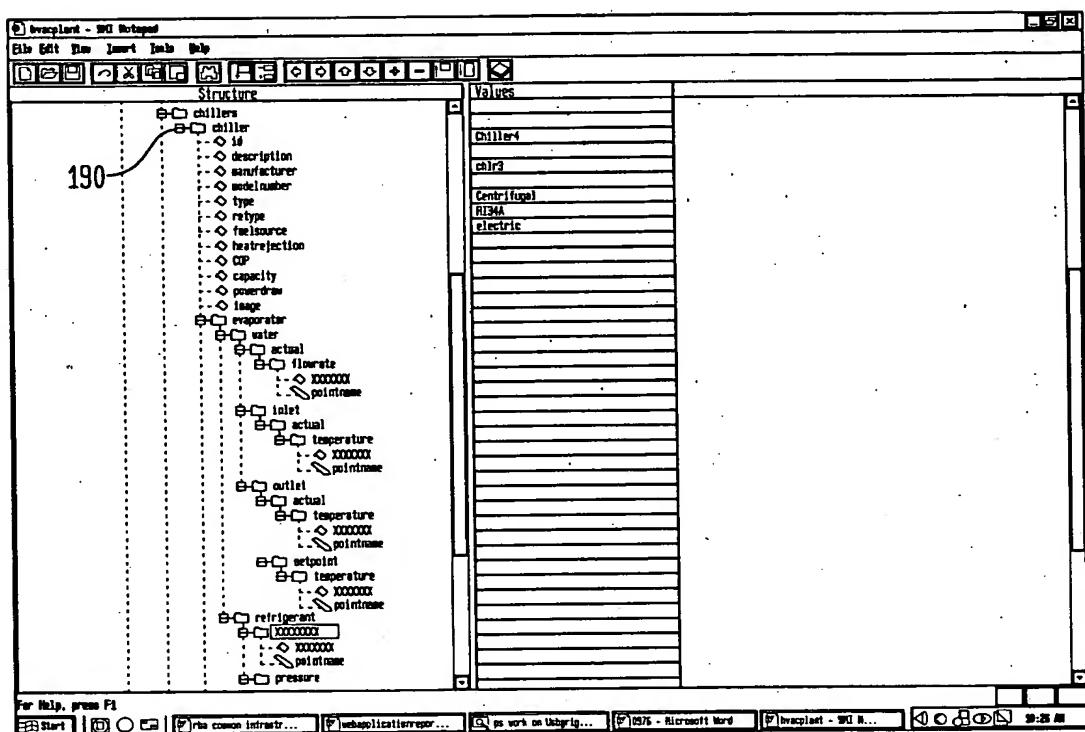
FIG. 6



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FIG. 7



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FIG. 8

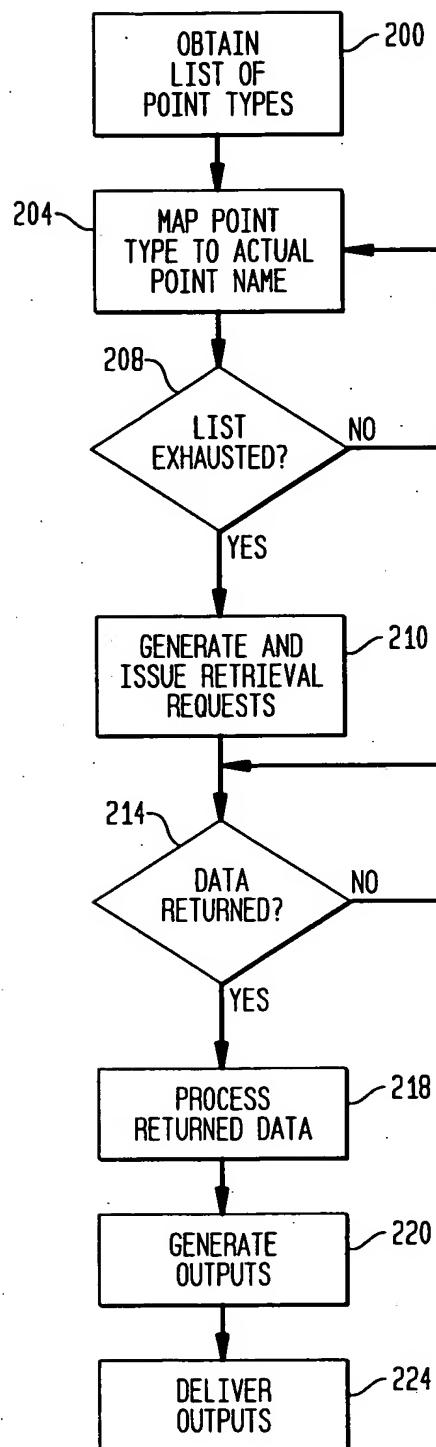
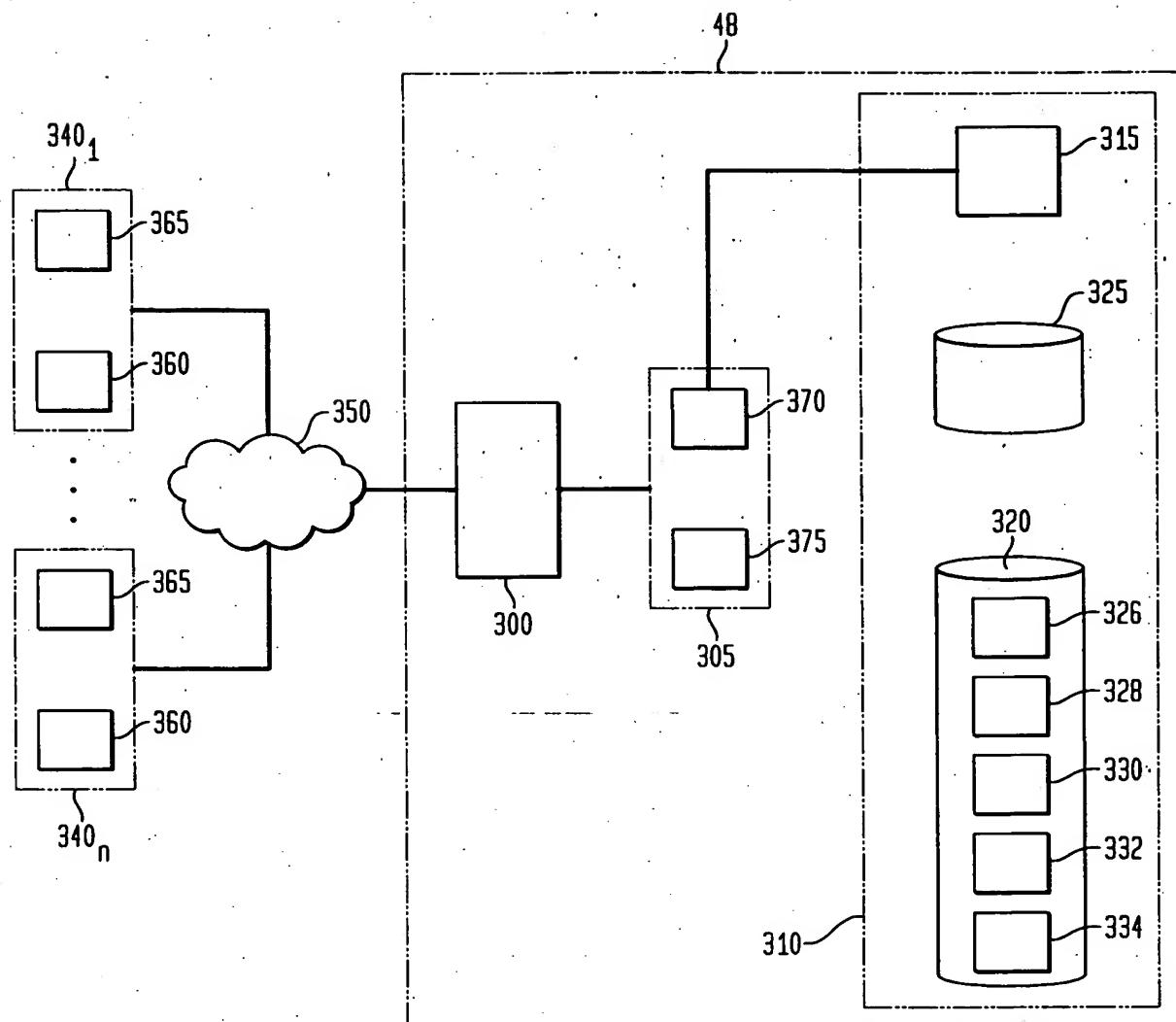
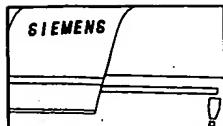


FIG. 9



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FIG. 10

400

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- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
- TSP Contracts
- Equipment
- Sites → **435**
- Request Service

402**SIEMENS**

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Search for... go >
 Service Central Fileshare Administration Log Out
 | Home | >Service Central >Service Activity

430

Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides and overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status	408
Open	406
Closed	410
Call Type	412
Preventive	414
Corrective	416

System	418
Fire	420
HVAC	422
Mechanical	424
Security	426

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Site	Call Status					Type	Number	Export to:
	Open	Closed	Preventive	Corrective	Call Type			
► SZ COLLEGE PARK (B320013)	► 1	► 0	► 0	► 0	► 1 HVAC	► 1		
► SZ COLLEGE PARK (B320013)	► 0	► 3	► 3	► 3	► 0 Mechanical	► 3		
► SZ EAST LIBRARY (B408013)	► 0	► 1	► 1	► 1	► 0 Mechanical	► 1		
► SZ EAST POINT (B425013)	► 2	► 0	► 0	► 0	► 2 HVAC	► 2		
► SZ EAST POINT (B425013)	► 0	► 1	► 1	► 1	► 0 Mechanical	► 1		
► 1-5 ► 6-10 ► 11-15 ► 16-20 ► 21-25 ► 26-30 next →								

404

FIG. 11

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500

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Search for... go >

Service Central Fileshare Administration Log Out

Home >... > Open Calls

Request Service

→ Service Activity

→ Open Calls

→ Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

Open Date Order No. 510 Status Site Description

4/23/03 ► 030321-0852 Open SZ MULTIPURPOSE REPLACE SCREENS

4/18/03 ► 030307-3329 Open SZ COLLEGE PARK PM

4/18/03 ► 030416-0594 Open SZ TOM LOWE ((0229013)) REPLACE DEFECTIVE CONDENSING F

4/18/03 ► 030416-0589 Open SZ TOM LOWE ((0229013)) PM **NOTE** MUST CALL TO GET T

4/17/03 ► 030416-0551 Open SZ SOUTHEAST LEAK ON 1ST CIRCUIT

ON CHILLER

►1-5 ►6-10 ►11-15

→ Display Filter Criteria →

Below is an overview of all service activities with an 'open' status (this includes open, scheduled, and dispatched calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15

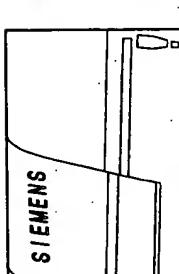
Export to: .xls .doc ASCII

Call Type	System	PO No.
Preventive	Mechanical	200305974
Preventive	Mechanical	200304780
Preventive	Mechanical	200305191
Preventive	Mechanical	200305192
Preventive	Mechanical	200305232

→ Display Equipment / Contract No.

↑

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FIG. 12

600

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site360 Home site360 Ordering Help Contact Us Sitemap

Search for... go >

Service Central Fileshare Administration Log Out

| Home | >-->-->Open Calls >Service Order

Request Service

→ Service Activity
→ Open Calls
Closed Calls
Custom Reports
TSP Contracts
Equipment
Sites
Request Service

Service Order

Below is detailed information for the individual service order you have selected.

Summary
The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303874	Contract No.	
Site	SZ MULTIPURPOSE (B251013)	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

Detail
The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description REPLACE SCREENS FOR CIRCULATION PUMP STRAINER

Resolution

Further Information
Use the following links to get further equipment, call, or appointment information.

go to → Equipment → Call Log → Appointments

Equipment 610 620 630

The table below lists equipment that was serviced on the selected order number.

No Data Available.

Call Log
The table below lists all activities logged to the selected service order number.

FIG. 13 700

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Search for... Go >

Service Central Fileshare Administration Log Out

Home | >... >... Open Calls >Service Order

Request Service

→ Service Activity

Appointment

Below is the detailed information for the simple appointment selected for this call.

Summary

The summary provides an overview of information related to the selected appointment.

Request Service	Service Order No.	Contract No.	Customer Name	Demonstration Customer
	030321-0852			
	P0 Number	200303974		
	Site	SZ MULTIPURPOSE (8251013)	Branch	ATLANTA
			Lead Technician	Steve Conti
		030321-0852 0001 1 2 0097	Skill Type	Filter Journeyman
	Appointment No.	ATL		
	Open Date	4/23/03		
	Closed Date			
	Appointment Status	TENTATIVE		

Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

FIG. 14

Closed Calls						
Below is an overview of all service activities with a 'closed' status (this includes completed, closed and paid calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.						
Item 1-5 of 178						
Equipment	Sites	Request Service	Open Date	Order No.	Status	Site
4/16/03	► 030307-3331	Complete	SZ EAST POINT (B125013)	PM	TAMPER TROUBLE	Preventive Fire
4/16/03	► 030403-0116	Complete	UPS 35 Glenlake Fire	PM	Preventive Fire	Preventive Mechanical
4/10/03	► 030307-3327	Complete	SZ FAIRBURN (B123013)	PM	CHANGE TIRE BELTS	Preventive Mechanical
4/10/03	► 030410-0128	Complete	SZ MULDIPURPOSE (B323013)	PM	Preventive Mechanical	Preventive Mechanical
4/9/03	► 030307-3325	Complete	SZ SOUTHEAST (B1440013)	PM	Preventive Mechanical	200304082
► 1-5	► 6-10	► 11-15	► 16-20	► 21-25	► 26-30	next →

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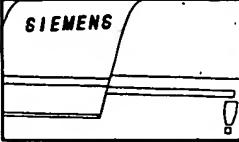
◀

FIG. 15 900

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FIG. 16

1000



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Service Activity

- TSP Contracts
- Equipment
- Sites
- Request Service

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Search for...

[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)

| [Home](#) | >--> [Request Service](#)  [Request Service](#)

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

* Indicates required field.

Request Type*	<input checked="" type="checkbox" value="Request for service"/>
Priority*	<input checked="" type="checkbox" value="Next Business Day"/>
Select Site*	<input type="checkbox"/>
OR Enter Site	<input type="checkbox"/>
Load Site Equipment	
Select Equipment*	<input type="checkbox"/>
OR Enter Equipment*	<input type="checkbox"/>
Location*	<input type="checkbox"/>
Description*	<input type="checkbox"/>
PO No.	<input type="checkbox"/>
Last Name	Wallace
First Name	Michael
E-mail*	<input type="checkbox" value="michael.wallace@siemens.com"/>
Phone	<input type="checkbox" value="847-215-1000"/>

FIG. 17

1100

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Search for... go >

Service Central Fileshare Administration Log Out

Request Service

Service Activity

→ TSP Contracts

Active Contracts
Enrolling Contracts
Cancelled Contracts
Expiring Contracts
Custom Reports

Equipment
Sites
Request Service

Site360 

Contract Details

1102

TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for which you are authorized grouped by status and system type.

1104

Contract Status	System
Active	1106
Expiring	1108
Cancelled	1110
Expired	1112

1114

Contract Status	System
Active	1116
Expiring	1118
Cancelled	1120

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6

Site	Active	Expiring	Cancelled	Contract Status	Export to:	1130	1134		
UPS 35 Glenlake	1	0	0	1128					
Automation	0	0	0						
UPS 35 Glenlake	0	0	0						
Fire	0	0	0						
UPS 35 Glenlake	1	0	0						
Mechanical	0	0	0						
UPS 55 Glenlake	1	0	0						
Automation	0	0	0						
UPS 55 Glenlake	1	0	0						
FIRE	0	0	0						
	15	6-6							

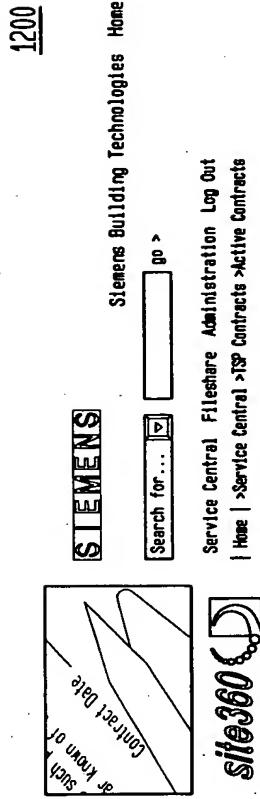
2003P11251US

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1122

Site	Active	Expiring	Cancelled	Contract Status	Export to:	1130	1134
UPS 35 Glenlake	1	0	0	1128			
Automation	0	0	0				
UPS 35 Glenlake	0	0	0				
Fire	0	0	0				
UPS 35 Glenlake	1	0	0				
Mechanical	0	0	0				
UPS 55 Glenlake	1	0	0				
Automation	0	0	0				
UPS 55 Glenlake	1	0	0				
FIRE	0	0	0				
	15	6-6					

FIG. 18

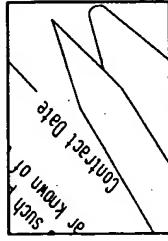


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FIG. 19

1300



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Search for... go >

Service Central Fileshare Administration Log Out
Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract

Request Service

Service Activity

- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Contracts
- Equipment

Sites

Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract	Contract No.	PO No.
Status	Expired	
Effective Date	2/1/02	SEI Branch
Renewal Date	1/31/03	Secondary Contact
Time to Renewal	-21 Days	Coverage Type
Service Technician/ Account Engineer	Chris Howell	System
		HVAC
		Labor Only
		Labor Only

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

1320
Detail

Clicking an existing service contract displays the contract in its entirety.

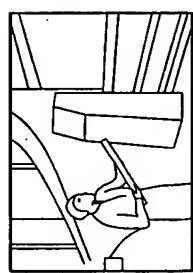
Sites & Equipment
The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Site	Item 1-1 of 1	1350	Item 1-1 of 1	1370
UPS 35 Glenlake Fire	Equipment	1360	Equipment	1360

MECHSPEC SCHEDULING

FIG. 20

1400



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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment

Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

Site 360

1404
Site
TSP 35 Glenlake
Automation
► Equipment
► Sites
Request Service

go >

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

1402
Site
All
go >

Item 1-5 of 35	Equipment or Services	Quantity	Location	Export to:	.xls	.doc	ASCII
Site				System			
UPS 35 Glenlake Automation	► 1406 ► CLIENT WORKSTATION REV.	1	CABINET 11	UPS35A.01	HVAC		
UPS 35 Glenlake Automation	► 1406 ► CLIENT WORKSTATION REV.	1	CABINET 12	UPS35A.02	HVAC		
UPS 35 Glenlake Automation	► 1406 ► CLIENT WORKSTATION REV.	1	INSTANT 03	UPS35A.03	HVAC		
UPS Glenlake File	► MECH/SPEC SCHEDULING	1		UPS1	HVAC		
UPS 55 Glenlake Automation ► 1-5 ► 6-10	► 11-15 ► 16-20 ► 21-25 ► 26-30			UPS35A.01	HVAC		
				1 CABINET 1 MAIN CHILLER 1 PLANT			
				next →			

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FIG. 21

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Search for... go >

Service Central Fileshare Administration Log Out Request Service

Home | Service Central >Equipment >-->Individual Equipment

Site@360 

1500

Service Activity Individual Equipment

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	Asset ID	UP335803
REV.	Warranty Expiration	1520
UFS 35 Glenlake Automation	Contract No.	►PB-1396-1540
1	System	HVAC
Equipment Quantity		
Equipment Location		
INSIGHT CS		

Service Activity

Below is an overview of all service activities with an 'open' status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

Item 1-1 of 1	Description	Export to: .xls .doc .ASCII
Open Date	Order No.	PO No.
1/17/03	►021216-0836	1540

Closed Calls

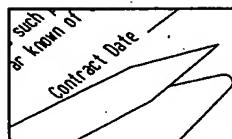
Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

Item 1-2 of 2	Description	Export to: .xls .doc .ASCII
Open Date	Order No.	PO No.
7/3/02	►020525-0966	1560
4/4/02	►0021032288	

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FIG. 22



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1600

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Search for...

site360

Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment >Individual Contract

Request Service

Service Activity
→ TSP Contracts
Active Contracts
Expiring Contracts
Cancelled Contracts
Expired Contracts
Custom Reports
Equipment
Sites
Request Service

1610

Individual Contract

→

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active	SBT Branch	ATLANTA
Effective Date	1/1/03	Secondary Contact	Jacquelyn Brewer
Renewal Date	12/31/03	Coverage Type	FULL COMPREHENSIVE
Time to Renewal	313 Days	System	HVAC
Service Technician/ Account Engineer	M. Kevin Note		

Description FULL COMPREHENSIVE

1630

Service Activity

Use the following links to get service history or scheduled service information.

1620

→ Service History → Scheduled Services

1650

Detail

Clicking an existing service contract displays the contract in its entirety.

1660

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3

.xls .doc

ASCII

Item 1-3 of 3

Site

- UPS 35 Glenlake Automation
- UPS 55 Glenlake Automation
- UPS 55 Glenlake Automation

1670

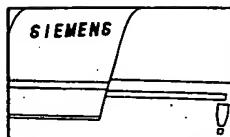
→ Equipment

CLIENT WORKSTATION REV*

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FIG. 23



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Search for... go >

1700

Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment >-->Service Order

Request Service

→ Service Activity
Open Calls
Closed Calls
Custom Reports
Selected Services
TSP Contracts
Equipment
Sites
Request Service

Service Order

→

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
PO Number		Contract No.	► PB-1394
Site	UPS 35 Glenlake Automation	System	HVAC
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

1720

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

1730

Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

Further Information

Use the following links to get further equipment, call, or appointment information.

1740

go to ↓ Equipment

↓ Call Log

→ Appointments

Equipment 1750 1760 1770

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3	Equipment	Export to:	.xls	.doc	ASCII
Equipment Name	Quantity	Location			
►	1	CABINET 11			
►	1	CABINET 12			
► CLIENT WORKSTATION REV*	1	INSIGHT 03			

↑

Call Log

The table below lists all activities logged to the selected service order number.

1790

No Data Available.

↓

FIG. 24

1800

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Search for...

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Request Service

Site360 

Service Activity

TSP Contracts

Equipment

→ Sites

Request Service

Sites

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Site

► Primary

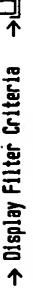
► SI COLLEGE PARK (1832013)  1810

► SI EAST LIBRARY (18408013)

► SI EAST POINT (18425013)

► SI ELECTION MSE (1880013)

► 1-5 ► 6-10 ► 11-15 ► 16-20 ► 21-25 ► 26-30 next →

→ Display Filter Criteria 

Export to: .xls .doc .ASCII



FIG. 25

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Service Central Fileshare Administration Log Out

Home | Service Central > Sites >> Individual Site

Request Service

Service Activity

Individual Site

The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Request Service

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

1910	Site	Call Type	1930
1920	Call Status	Preventive	1965
	Open	Corrective	1970
	Closed	System	1940
		HVAC	1975
		Mechanical	1980

Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

1985	Item 1-4 of 4	Order No.	PO No.	Description	Call Status	Call Type	Open Date
1990		► 02/001-0210	PC-023C97314	ANNUAL CHILLER PM	Closed	Preventive	10/7/02
		► 02/009-0275	PC023C97314	INSTALL 2 CHECK VALVES & CLEAN	Closed	Preventive	10/15/02
		► 02/015-0068	PC-023C97314	PM REPAIRS	Closed	Preventive	10/7/02
		► 03/026-0002		this is a test for the call t*	Open	Corrective	2/6/03

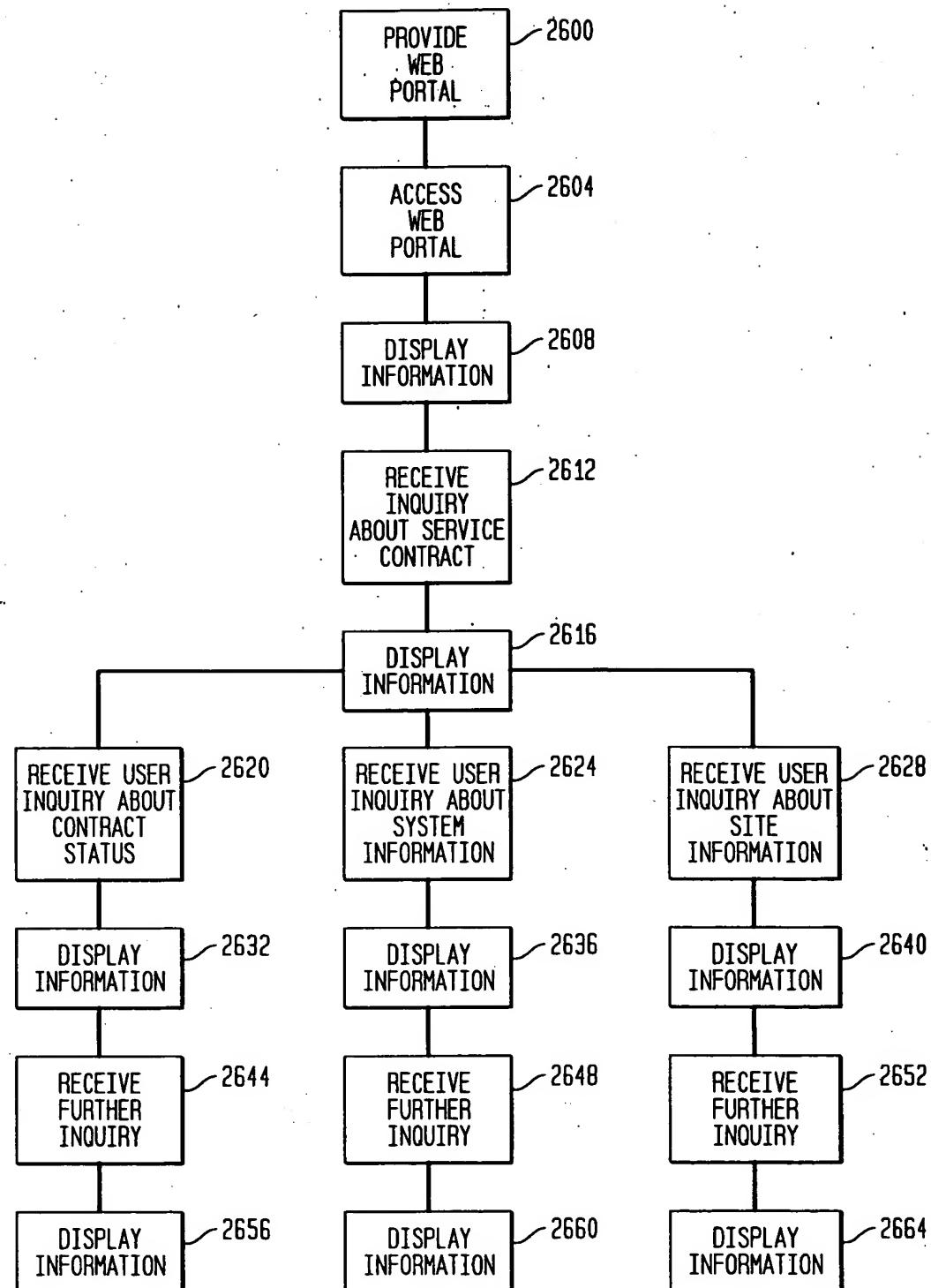
Export to: .xls .doc .RTF .CSV

Call Status: Closed Preventive Preventive Preventive Preventive Open

System: Mechanical Mechanical Mechanical Mechanical HVAC

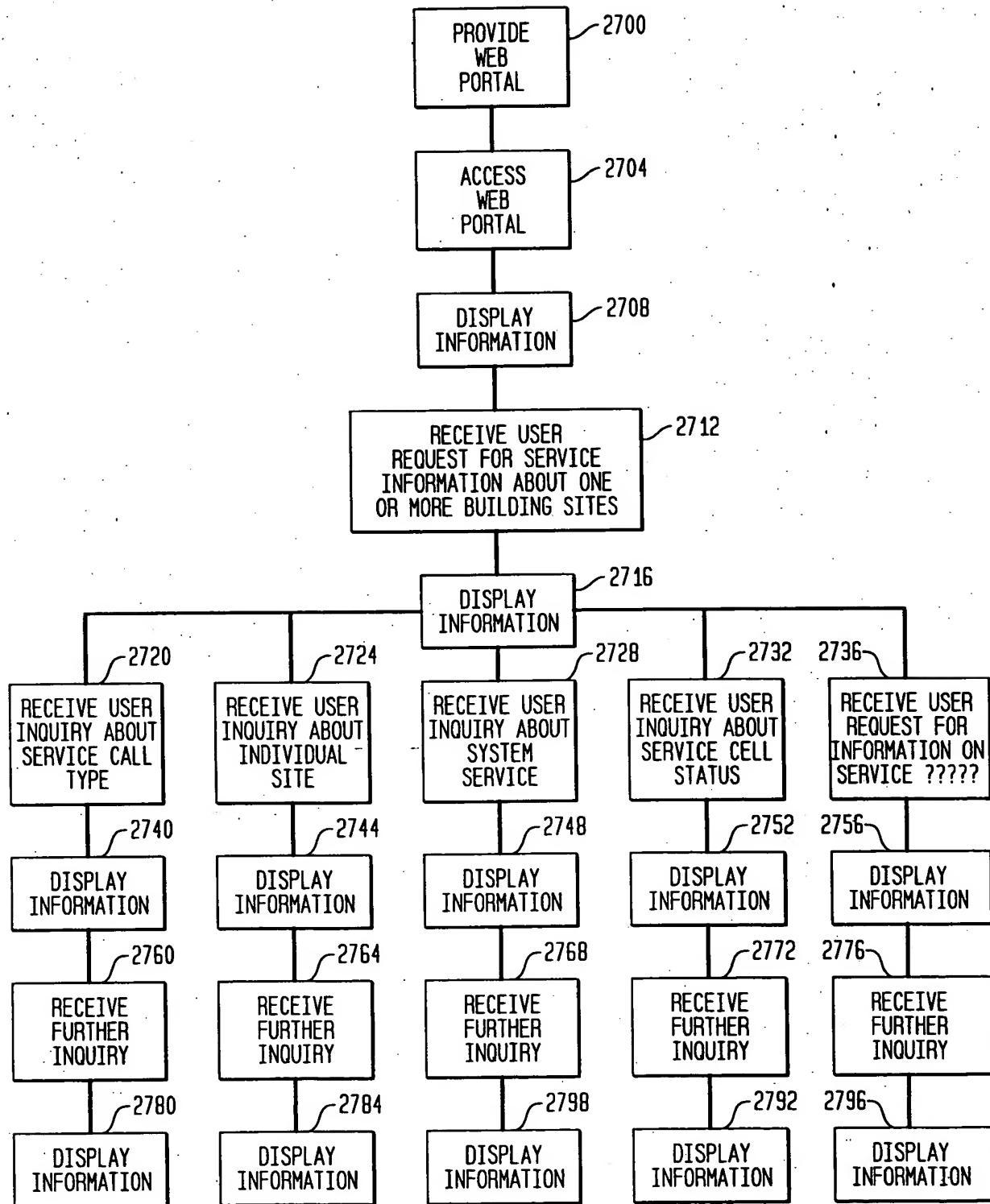
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FIG. 26



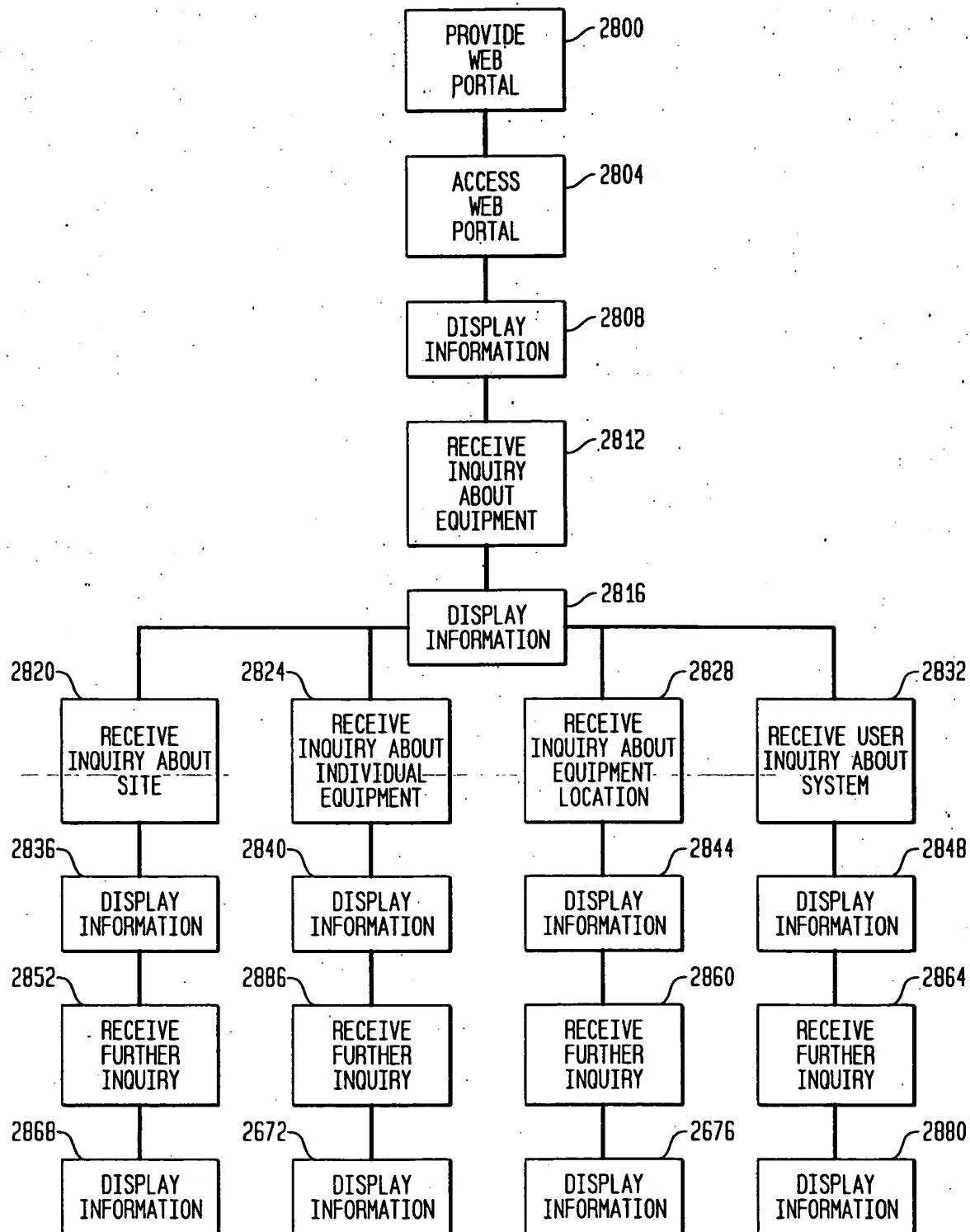
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FIG. 27



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FIG. 28



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FIG. 29

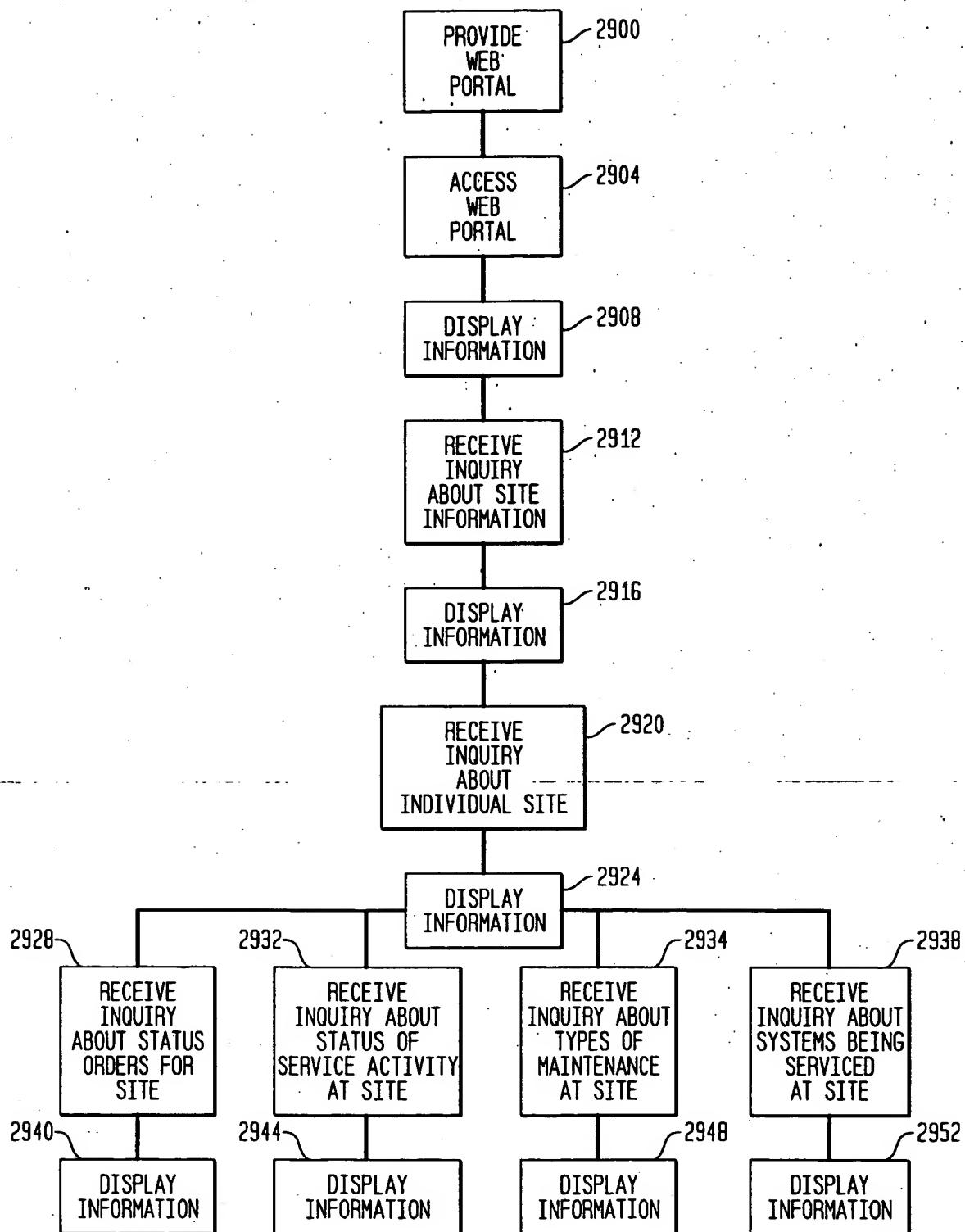


FIG. 30

